

# CALL CONTROLS

Users have access to control many useful calling features at the touch of a button on their phone. This short guide offers instructions for some of the most commonly used call control features.

## CALL RETURN

Press **\*69** to dial the last call to your line.

## CALL TRANSFER

Redirect a Ringing, Active, or On Hold call on your line to another line or to Voicemail:

1. Press the **Transfer** or **Flash** button, as offered on your device.
2. Dial the number or extension you wish to send the call to.
  - For **Blind Transfer** - Once ringing, press the **Transfer**, **Flash** or **Send** button, as offered on your device.
  - For **Consultative Transfer** - Wait for the call to be answered, and then press the **Transfer**, **Flash** or **Send** button, as offered on your device.

## CALL HOLD

Place an active call on hold.

*During an active call:*

- Press the **Hold** button or Soft Key, as offered on your device.
- Resume the call by highlighting the call and pressing the **Hold** or **Resume** button/Soft Key, as offered on your device.

## 3 - WAY CALLING

Create a conference call with 2 others.

*During an active call:*

1. Press the **Conf** or **Flash** button, as offered on your device.
2. Dial the Number or Extension you wish to add to this call.
3. Once answered, press the **Conf** or **Flash** button again to connect the calls together into a 3 way conference call.

## N - WAY CALLING

Create a conference call with up to 6 others.

*During an active call:*

1. Press **Conf** or **Flash** button, as offered on your device.
2. Dial the Number or Extension you wish to add to this call.
3. Once answered, Press the **Conf** or **Flash** button again to connect that call to the conference.
4. Repeat these steps to add up to 6 people to the conference call.